

NOTE: The RFP can only be changed/revised by amendment to the RFP.

Questions Received At and Subsequent To Site Visit:

1. How many or what percent of the total contract support staff is the mailroom staff?

Staffing decisions, to perform the work described in the RFP, is up to each offeror.

2. Will all present equipment be made available for the new contractor?

Yes.

3. Is the equipment adequate for current requirements? If not, will USPTO provide or is this responsibility of contractor?

The equipment is adequate to perform the proposed contract.

4. May I request you to kindly provide the historically data of total manpower in the last three years, and also break down of Manpower under each CLIN for the current year.

CLIN 1: Mail Operations

CLIN 2: Scanning

CLIN 3: Scanning Registered Files

CLIN 4: Fee Processing

CLIN 5: Tagging

CLIN 6: Proof Reading

See #1.

5. Are the cover, TOC, List of Figures, Index, Acronym list excluded from the Technical Volume 1 page count?

Yes

6. On what date will the contract be awarded?

USPTO hopes to make award September or October 2006.

7. With the solicitation being extended to at least July 17, will the deadline for past performance be extended beyond July 10th?

Yes

8. What does your quality department look like?

We do not understand this question.

9. Would you provide a copy of the Quality Assurance Plan?

See Section E.1 of the RFP.

10. What is the inspection/quality assurance process for tagging?

See Section E.1 of the RFP.

11. We did not see any quality control functions being performed by the contractor or the government. Are any of the quality checks automated?

No

12. What is the seniority of the staff? (time in position)

This information is not be available at this time, but may be made available when the current contractor provides this information to the Contracting Officer in accordance with FAR 52.222-41.

13. When surges in work load exceed 10% will government relax timeliness requirement?

Under extreme surge conditions, the timeliness requirement may be relaxed at the discretion of the COTR.

14. How many contractor FTE's are devoted to Quality Control? How many Government FTE's ?

Number of contractor FTE's is considered proprietary and will not be released. Number of Government FTE is not required for contract performance.

15. Are the current hourly employees paid at the Department Of Labor Wage Determination rates?

The current contract is subject the Service Contract Act.

16. What is relationship between USPTO and IAP Worldwide?

IAP Worldwide is a subcontractor to a USPTO contractor.

17. What is the required cycle time per process on the current contract?

See table in Section C.6 of the RFP.

18. Can we see a sample of the current weekly COTR report?

No.

19. Can we see a sample of the current quarterly COTR report?

No.

20. What is the current average productivity per person / per process?

This information is proprietary to the current contractor.

21. Is there a break down of current operators (Trademark Services employees) by process? Can this be made available? (ie. 30 people tagging, 56 scanning, etc)

This information is proprietary to the current contractor.

22. How many images are scanned per month on the current contract?

We do not maintain a count of images scanned. However, see SOW for CLIN 0003.

23. What is the average tagging time by application time? (TEAS, Madrid, and Paper)

Current productivity levels are proprietary.

24. Were the staff levels observed during the site visit representative of normal working personnel on the current contract?

Contract performance requirements have been described in the SOW. Observations of personnel during the Site Visit should not be relied upon.

25. Is InputAccel provided by the government (should it be included in Government-Supplied Software Applications in the Statement of Work)?

InputAccel is provided by the government.

26. What type of network access does the current contractor have to the USPTO network?

The incumbent contractor has sufficient access to the USPTO network.

27. Does the USPTO maintain service contracts on all computer equipment (ex. Welch Allen check scanners, Pitney Bowes Inserter / meters, etc) in case of equipment malfunction?

Yes.

28.; During the tour, offices labeled "Pre-Registration" and "Post-Registration" were observed. Are the Pre-Registration and Post-Registration offices staffed by Government or Contractor employees?

Government

29. Reference: C.2 Scope of Requirement

Question: Is there any equipment, supplies, furniture or office space that the contractor will need to provide beyond that listed in the RFP?

The offeror will have to make his own assessment.

30. Reference: C.2 Scope of Requirement

Question: Please clarify the desired working hours for the contractor. Is the contractor expected to perform services from 6:00am through 7:00pm Monday through Friday – less Government holidays.

See Section C.2 of the RFP.

31. Reference: C.3 General – Reference Documents

Questions: Will the Government provide any training for data entry or proofreading? Are there any training manuals for data entry or proofreading? If there are training manuals, will the Government provide these now?

See Section C.3 Reference Documents. The government will provide training at the beginning of the contract and whenever system updates warrant training. The contractor's Program Manager may waive training if deemed unnecessary.

32. Reference: C.3 General – Accuracy Standards

Questions: Will the Government clarify the requirement of 98% for CLIN 5 data entry? Is the metric of measurement keystrokes or words, or documents or fields? Other?

See Section C.3.4 Error-Free Data Entry.

33. Reference: General

Questions: Will the Government identify the companies providing maintenance for the Government provided equipment?

An amendment will be issued to clarify that all computer equipment maintenance is provided through the USPTO Helpdesk. Maintenance on other Government-provided equipment is managed by the government.

34. What is the required response time for the maintenance service contractor to fix an equipment problem?

The response time varies according to maintenance contract.

35. Will the Government provide a copy of the maintenance agreements for all equipment now?

No.

36. What is the historical percentage of fully operational availability time for Government provided equipment?

See Section C.3. Equipment and Systems.

37. Reference: C.3.3.3 Scanning Registered Files, Requirement:

Question: Please clarify the meaning of “to the extent possible” in reference to the general order in which files are listed.

The files are stored at the warehouse facility. On occasion, the warehouse contractor cannot find every file ordered. Sometimes, an ordered file may be found after the initial order has been sent to Madison East. Sometimes, a file is flagged lost after the list is created.

38. Would you provide a potential bidders list?

The list of Site Visit Attendees has been posted to the USPTO web site (Current Business Opportunities Area).

39. Is the incumbent eligible to bid on this effort?

The incumbent contractor has graduated from the 8(a) Program.

40. How much if any did this contract grow from the beginning of the initial award under the current contractor?

A modification was issued which increased the ceiling on the current contract from \$20 Million to \$25 Million.

41. Do you expect to implement new safety guidelines/tasks regarding mail scanning x-rays, radiated or other?

We do not x-ray or irradiate our mail. Procedures exist for handling of suspicious packages.

42. What, if any are the key areas of improvement sought?

The USPTO is interested in any alternative approaches that improve performance efficiency and reduce cost while delivering services that meet the RFP's stated quality standards.

43. What is IAP role if any?

IAP has no role on the current contract.

44. Is mail "radiated" and/or treated? If so, where and, if so is this process part of the task/s?

See # 41

45. What is the software/s for search engine?

Bibliographic Retrieval Service (BRS) is the search engine behind the application Xsearch.

46. What are the braids/(xxx) of all scanners?

See Section C.3.3 Government-Supplied Hardware.

47. What is the turnover ratio of people working?

Such information is proprietary to the current contractor.

48. How long is the clearance process per person?

See Section H.

49. What is the current/expected breakdown of people per task?

The current breakdown is proprietary to the current contractor. The new contractor must make its own labor distribution determination.

50. Are type of scanners selected based on task?

Yes. See Section C.3.3, Government-Supplied Hardware.

51. Please define the compensation/ storage formats per application (PDF, PEG, etc.)?

Government-furnished applications automatically create the output in required formats.

52. Describe current QA methods?

See Section E.

53. Is workflow set or open for improvement?

Suggestions for improvement will be reviewed.

54. Can you give us an estimated level of effort per labor category?

No. The RFP does not contemplate the award of a level of effort contract. No labor categories (other than a requirement for a Program Manager) are listed in the RFP.

55. Is it possible to obtain an organization chart by roles and responsibility of the current team supporting Intake Operations Support for Trademarks?

No.

56. Can you provide an SCA labor category mapping to the current resources?

No.

57. When does the USPTO plan to make an award?

See #6.

58. You said in the RFP that there were 35 mail stops (?). Do each of the “stops” include a second-level sort for offices or individuals? I saw several boxes in the service centers.

There are multiple “pick-up” and “drop-off” boxes in the Service Centers. An amendment will be issued to clarify where mail is picked up and dropped off.

59. How many people are actually assigned to work in the mailroom operations section?

Such information is proprietary to the current contractor.

60. How often do USPTO systems and/or equipment breakdown or “go down”?

See Section. C.3 Equipment and Systems.

61. How quick is the response to rectify?

See #34.

Questions Received Prior To Site Visit:

62. Will the current reclassification effort be continued under the new contract?

No

62. What are the current backlogs other than stated in the RFP scope of work? If there are any backlogs, what are the dimensions?

None

63. What is the NAICS code and size standard for this procurement?

The NAICS code is 561499, "Other Business Support Services." The size standard is \$6.5M. This will be included in the forthcoming amendment.

64. Is the cycle processing time for the tagging of 76 and 78-files accurate? Based on our understanding of the operations, current cycle processing times for tagging of 76 and 78-files are 10 days and 7 days, respectively. The RFP reduces the allowable processing time from 10 days to 5 days for 76-files and from 7 days to 1 day for 78-files. Due to procedural and system limitations, it is difficult to accomplish these tasks within the current allotted cycle time, thereby making the reduced processing time impossible to achieve.

Yes, it is accurate and we did change it for this RFP.

65. Historically, individual training takes up to 12-weeks to develop the institutional knowledge for content analysis of each application. Considering this training time, what considerations, if any, are given to the proofreading operation in a decision to exercise an option period within 15 days of contractor notification? Additionally, the duty description of proofing activities in Section C.3.5. of the RFP does not appear to adequately address the current operational requirements.

The RFP requirements remain unchanged.

66. Ensuring quality control is essential to the success of this contract and requires detailed inspection. The reduced turn-around times for application processing will make the necessary inspections extremely difficult. Has the USPTO taken quality control into consideration in the defining of timeline metrics?

The requirement as set forth in this RFP reflects a revised requirement compared to past contracts.

67. Please clarify that the government requires 98% accuracy for tagging processes and 95% accuracy for all other processes. Based upon our understanding, these numbers may be reversed.

The RFP requirements remain unchanged.

68. In reference to the performance metrics within the RFP addressing accuracy and quality control, is the USPTO referring to file accuracy or data accuracy standards?

Correction, File Accuracy.

69. The RFP states "Award of any contract will be made to the responsive, responsible offeror whose technical proposal including options, as well as *technical information* and price proposal including options represents the best overall value to the USPTO".

Question: Please elaborate on what the USPTO means by "Technical Information"?

"Technical Information" includes the Technical Approach and Past Performance submissions.

70. The RFP states "Any information found to be unreliable may result in a negative rating to the offeror. If a prime contractor is not able to provide three (3) references, the offeror shall certify that the references provided are all of the references available as of the date of submission". Question: Will USPTO consider the subcontractor's past performance as part of the primes?

All past performance information, whether prime or sub, will be considered in the evaluation of the offer.

71. The RFP states "The Past Performance Information shall not exceed seven (7) pages in total inclusive of all Offeror references. Question: Does the seven (7) page total include or exclude "Past Performance Questionnaire", item no. 3? If it includes the "Past Performance Questionnaire", assuming three (3) questionnaire forms (1 for each reference), this would only leave four (4) pages for the item no. 1– is this correct?

An amendment will be issued to delete the 7-page limitation.

72. The RFP states "The Oral Presentation and the question and answer session will be evaluated using the evaluation criteria set forth in Section M of the RFP where applicable". Question: The Government clearly articulates what the 'Oral Presentation' does not constitute, however, it is a bit vague on what it does constitute. Would the Government consider giving further clarification to the Government's objective and purpose with the 'Oral Presentation'?

Provision L5 advises that if an offeror is invited to conduct an Oral Presentation the offeror must address Technical Approach. It is expected the offeror would elaborate upon its written submission for these factors.

73. The RFP states that "The "proposal" portion of the offeror's submission in response to the RFP consists of": A signed RFP cover page, along with signed cover pages of all amendments to the RFP

A completed Section B of the RFP, entitled "Supplies/ Services and Price", with supporting detail

A completed Section K (Representations and Certifications), or reference to current reps and certs on OCRA Quality Assurance Plan Question: Is the Quality Assurance Plan part of Volume I or Volume II?

Provision L5 indicates that the offeror's Quality Assurance Plan shall be submitted within Volume I.

74. Question. Will the Government issue an amendment listing all the questions and Government responses?

An amendment will only be issued if the RFP is being revised. However, questions and answers which do not result in a revision to the RFP will be posted to the USPTO website for informational purposes.

75. Question: Will the Government publish the list of Attendees (Bidders list)?

See #38.

76. Question: How does the Government expect the Contractor to submit a fixed-price contract with so many unknowns including the +-10 percent variance in the performance standards?

Offerors are asked to submit a FFP that takes into account all associated performance risks.

77. The RFP states "In addition, on-site work shall not be required of the Contractor when Federal employees are released from work early due to inclement weather conditions or emergencies or when Federal offices are closed due to inclement weather conditions or emergencies (status available at <http://www.opm.gov/status/>). The COTR will notify the contractor when early release of Federal employees has been authorized". Question: H.9 states that this is a fixed-priced services contract, i.e., the contractor bills for a fixed monthly amount and has to perform as stated in the performance standards. Will the above clause impact the contract monthly billing and performance requirements?

The firm fixed price will remain unchanged. See Section C.3 Cycle Time Standards.

78. The RFP states "For Search File Reclassification Services work completed by the contractor and inspected and accepted by the USPTO, invoices shall be submitted in an original and two (2) copies to the following address....." Question: Please explain what is "Search File Reclassification Services Work"?

An amendment will be issued to correct this administrative error.

79. Question: In the Table of 'Schedule of Supplies and Services and Prices,' CLINS 2,3 & 4 differ from Table C.5 CLINS.

An amendment will be issued renumbering these CLINS.

80. The RFP states "Note: The CLIN 0006 "Proofreading" line item is for six months of Proofreading during the first 6 months of the contract's base period. After this initial base

period of 6 months for CLIN 0006, any additional requirement for Proofreading is an Option Quantity". Question: Table C.5 shows CLIN 6 (Proofing) files of 101,633, 225,000, 245,000, 265,000, & 286,000 and Schedule B shows 12-month Quantity, (a) Does the Government require pricing for 6-months or 12-months? (b) Table C.5 are projected workload volumes - does the Government require pricing based on equal volume projections occurring each month? (c) If so, then how should the Contractor account for "Volume Spikes" occurring in at the end of each quarter? (d) Can the Government provide projected volume spikes occurring at the end of each quarter?

ANSWER: (a)An amendment will be issued to reflect a three (3) month base quantity for proofreading and further option quantities of 1 month each, not to exceed a total of 9 option months. (b) The proposed monthly unit price should take into account the fact that there will be intermittent workload surges during any given contract effective period. (c) The solicitation is clear on its face in terms of volume spikes. (d) no

81. The RFP states "Files sent back to the law office for questioning will be proofed at least twice and sometimes more than that. During the first 5 months of fiscal year 2006, 220,000 files were proofed (this includes multiple proofing for the same file)". Question: Table C.5 indicates 101,633 files and not 220,000 files?

An amendment will be issued to correct this administrative error.

82. The RFP states "Spikes in volume are to be expected after each December, March, June, and September examining attorney-rating quarter ends, thus corresponding to spikes in examiner production". Question: What is USPTO's position with respect to unexpected "Volume Spikes" (beyond 10%) occurring and the contractor's contractual performance requirements during this time?

We do not expect volume spikes in excess of the percentage stated in the RFP. Also see # 13.

83. The RFP states "The clerical contractor will contact the scanning contractor when files ordered from the warehouse are ready for pick-up. If the scanning contractor is not notified within two business days, the scanning contractor is required to follow-up on status and to notify the COTR".

Question. Because of the fixed-price nature of the contract, for these situations does the Government expect "Equitable adjustment" to compensate the Contractor for loss of work due to delays beyond the Contractor's control?

Any loss of productivity due to circumstances beyond the contractor's control will be handled on a case by case basis.

84. The RFP section C.3.3.3 SCANNING REGISTERED FILES (applies to CLIN 4 only) - Due to the nature of the fixed-price contract and the many unknowns associated with scanning the registered file CLIN, would the Government consider a time & materials hybrid contract? For example "Unknowns include; The percentage of the registered files are

in poor conditions? What defines poor conditions? Percentage in fair or good condition? In much of this section of the RFP, the description of the scanning work uses words such as "Many", "Approximately", "Average", etc. Further, for bulky specimens or exhibits, the Government states (a) For books "Scan only the cover, the binder, the Table of Contents, the back cover, and any page(s) specifically tabbed by the registrant" (b) For magazines, Photocopy the cover of any glossy magazines that won't scan well, and scan the photocopy; (c) For Pamphlets and Brochures, "anything that is not clearly a magazine "scan the entire item" and (d) Other Bulkies - "photocopy or digitally photograph any bulkies that won't scan because of physical characteristics (like a bottle....). Be sure to capture any writing on the item". There seems to be no projection or percentage that quantifies the occurrence of these instances. In addition, the RFP states that "Files shall be processed and scanning completed within 5 business days of receipt". Given the many "unknowns" above would the Government consider ceilings on the spikes to allow the Contractor to submit a fixed-price proposal and guarantee the 5 business days of receipt turnaround time requirement?

The USPTO is requesting offers on a Firm Fixed Price basis. The quantities for all (except the CLINs for Program Manager and Scanning Registered Files) CLINS may vary by plus or minus 10%.

85. The RFP states "How to obtain files to scan: Order files to be scanned using the FOS (File Ordering System) on the desktop, and typing in the serial number or registration numbers of the files being ordered. Files are normally delivered within 1 to 2 business days from the warehouse to a central delivery location in the Madison East Building. The clerical contractor will contact the scanning contractor when files ordered from the warehouse are ready for pick-up. If the scanning contractor is not notified within two business days, the scanning contractor is required to follow-up on status and to notify the COTR". Question. Given the nature of the fixed-price requirement, in these situations does the Government expect to make "Equitable adjustment" to compensate the contractor for loss of work due to Government delays?

See #83.

86. The RFP states "Incoming paper correspondence is to be scanned within 3 business days of receipt in the mailroom. The following are the services required: Document preparation of incoming paper correspondence: removal of any non-scannable objects, such as staples, paperclips, etc.; identification and processing of any bulky (non-scannable) items, including digitally photographing or photocopying bulky specimens (approximately 2 a week)". In the "Government Supplied Equipment" sections the Government does mention "Hand-held Polaroid Camera (for unusually bulky specimens) - about 1-2 a week for new applications and incoming paper correspondence. Approximately 3% of all registered files requiring scanning contain specimens so bulky that a photograph must be taken. Question: Given the unknown nature of the work volume and the performance-based requirement of the contract, what is the Government's position regarding unexpected or greater than Government anticipated spikes occurring?

The solicitation is clear on its face.

87. The RFP states "Program Management. (applies to CLIN 7) An on-site Program Manager (PM) is required to be assigned by the contractor. The PM shall be the point of contact for, and shall ensure for the smooth functioning of, the services required under the contract. The PM is required to possess above average information technology skills".

Question: Can the Government please define "above average" information technology skills? The RFP states "The PM will be identified as "Key Personnel" in the contract. Upon contract award the contractor shall provide the resume of the PM assigned". Question: Without a job qualification or a description of PM duties and responsibilities, how is the Contractor able to make a determination if their proposed PM meets the Government requirements and how can a fixed-price be proposed for the PM CLIN without knowing specifically the PM qualifications & responsibilities? The RFP states: "The PM may not be changed to another person without the concurrence of the COTR." Question: This seems to contradict H.3 both in "Content" and "Title" of the key personnel clause? Please clarify.

See forthcoming amendment. Clause H.3 is not in conflict with any other part of the RFP.

90. The RFP states that "The contractor shall furnish the necessary personnel, material, equipment, services and facilities, except as otherwise provided or specified, to perform the following Statement of Work/Specifications". Question: Can the Government identify any material and equipment needed by the Contractor to perform the work?

Any additional material or equipment is at the discretion of the offeror.

91. A single award will be made for the services under this performance-based contract. Question: Is the Government considering any 'incentives' on this contract?

No.

92. The RFP document shows "Section B - Supplies or Services and Prices/Costs" - What is the purpose of this section? Does this replace Section B from attachment 1 B-M Addendum document?

An Amendment will be issued to instruct offerors that the table on page 4 of the RFP is not to be completed by the offeror. (This table was generated by our new contract writing system which interfaces with internal PTO financial records. The auto-generated table does not reflect the pricing schedule determined by the Contracting Officer for this requirement). Prices are to be inserted into the Schedule of Supplies, Services and Prices table in Attachment I.

93. What is the current staffing level by position?

Such information is proprietary to the current contractor.

94. What are the desired hours of operation (if different than the required operating hours for the customer service window)?

See Section C.2 Scope of Requirement.

95. What are the PTO and Alexandria shuttle times and how long does the round trip take, using the shuttle, to complete the daily Crystal City and UPS Store pick-ups?

The contractor must make his own estimate of the journey time. The shuttle times are subject to change. The Crystal City Loop Shuttle service is available between the South Tower Building and 20th Street (next to Crystal Plaza 2). The shuttle operates M-F from 6:30 am to 8 pm and runs approximately every 15 minutes from each location. The Carlyle to Crystal City Shuttle service is available between the Remsen and Jefferson Bldgs at Carlyle and the South Tower and Crystal Plaza 2 in Crystal City. This shuttle operates between 7:30 am and 5 pm and runs approximately every hour.

96. Is there a “Phase Out” or “Transition” clause in the current contract? If so, what is the time frame for transition of services to the new contractor?

The USPTO may issue a Phase Out/Transition Task Order under the current contract.

97. Does the USPTO wish to maintain the current contractor personnel? If so, will the staff be made available to potential contractors?

Staffing decisions are up to the contractor. Note, the Service Contract Act applies. The successful contractor will be notified regarding availability of the current staff.

98. There is a lot of emphasis within the solicitation on “error free” and “turn-around time”, is there currently a problem with quality control and/or response time?

The RFP reflects our requirements.

99. Is there any proprietary software being used by the incumbent contractor?

The incumbent contractor has no proprietary software on the USPTO network.

100. What is the value of the current contract?

See # 40.

What agency grants security clearances?

The USPTO Security Office.

101. How many FTEs are currently on contract for this activity?

If you are referring to the number of contractor personnel, this information is proprietary to the current contractor.

102. In the CLIN definitions, acceptable quality is measured at 95 and 98 percent. However, throughout the text of the solicitation, the term error-free is used in terms of measuring quality for critical processes. Are we to assume error-free is 100 percent? If so, when are the standards for 95 and 98 percent accuracy used?

Error free definitions are provided for critical services within the RFP and to define 100% accuracy for that service. Accuracy for these critical services will be measured according to these error definitions.

103. How does the Government notify the contractor of updates in reference documents?

The COTR will notify the Program Manager with updated written guidance.

104. Can we get a list of all the mailstops and a list of all the locations of the mailstops?

With the exception of one mailstop in Madison West, all mailstops are in Madison East. The list changes occasionally in Madison East and a list will not be provided prior to contract award.

105. Can the Government provide us a list of all government furnished equipment to include desks, chairs, mail carts, phones, etc.

The RFP provides a list of workstations. Each workstation comprises a desk and chair. Telephones are not provided at every workstation. the forthcoming amendment will detail the number of mail carts available. The USPTO will provide sufficient number of workspaces to accommodate the staff the contractor chooses to apply to this effort.

106. How long does it take on the shuttle to get to the Crystal City Post Office from the worksite? How far is the Carlyle campus via the shuttle? Does the shuttle go there? Or is the contractor expected to provide our own transportation? Is the contractor expected to provide a courier van?

The contractor must make his own estimate. The contractor is not expected to provide his own transportation. See # 95.

107. Would the government consider using another post office closer to the Madison building work site?

Not at this time.

108. Are MADRID applications noted as such when they are filed? Or do they come in with the general population of electronic filings?

Usually, but the contractor cannot rely upon the Madrid applications being properly identified and labeled.

109. What are the expectations of “above average” IT knowledge in reference to the program manager?

See forthcoming amendment.

110. How many workstations have Internet access?

All workstations have access to the Internet.

111. What facilities are the contractors specifically required to provide?

Workspace is provided to the contractor by USPTO to perform the services described in Sections B and C. Any other materials, equipment, or facilities are at the discretion of the offeror.

112. Is contractor required to provide Telephones or any communication equipment?

No

113. In Attachment 1 Section C.3.1 it specifies “Resolutions of internal queries about mail received within 4 business hours of the request” – What types of internal queries will be requested? Is it possible to provide a non-binding representative sample?

Generally these questions relate to whether registered or couriered mail has been received and when it was received. Some questions may relate to fee payments for mail received.

114. In Attachment 1 Section C.3.2. It specifies that contractor will be responsible for handling Credit Card transactions but we are unable to find mention of GFE hardware or software for handling credit cards. Please clarify.

The RAM system includes a credit card user interface for processing credit card payments at the workstation.

115. Please confirm the CLIN numbering in Section B of the RFP: The Scanning CLIN in Option II section of the Schedule of Supplies Service and Prices table is listed as 1002. Should this be 2002 to be consistent with the other CLIN numbers?

A CLIN list is provided on the page following the Schedule of Supplies Service and Prices. The numbering of the CLINs appears to be inconsistent with the CLIN numbers in the Schedule of Supplies Service and Prices table.

Fee Processing is listed as CLIN 2, but is listed in the table as 0004, 1004, 2004, 3004, and 4004.

Scanning New Paper Applications, Scanning Incoming Paper Correspondence, Misc. Scanning Services is listed as CLIN 3, but is listed in the table as 0002, 1002, 2002, 3002, and 4002.

Scanning Registered Files is listed as CLIN 4, but is listed in the table as 0003, 1003, 2003, 3003, and 4003.

The forthcoming amendment corrects the numbering.

116. In the second paragraph of Section C.2, Scope of Requirement, it states: “Projected workload volumes shown in C.5. could fluctuate by plus or minus 10%.” Can the appropriate FAR clause or other appropriate provision be added to allow for an equitable adjustment in price in the event that actual quantities in any CLIN vary by more than 10% from the estimated quantities?

See # 13.

117. The first sentence under L.5.B., Past Performance Information, states that “The Past Performance Information shall not exceed seven (7) pages in total *inclusive* of all Offeror references.” Under (2), it notes that the list of current or previous contracts are *excluded* from the seven (7) page limitation. Please resolve this apparent contradiction.

The forthcoming amendment eliminates the 7 page limit.

118. The opening paragraph of C.3.3.3 SCANNING REGISTERED FILES states, “Approximately 75% of these files contain at least one color document.” The “File Condition” subparagraph in that sections states; “Average number of pages of colored documents: 7 pages per file (approximately 27% of files are expected to have more than 7 pages of color documents).” Which statement should be used?

Both statements are true.

119. None of the 96 workstations referenced in Section C.3 include a scanner on the equipment list. Are the scanning workstations included in these 96 workstations or are they additional?

The scanners are part of the 96 workstations. An amendment will be issued to clarify that the 36 of the 96 workstations have Panasonic scanners attached and that another 16 workstations have Fujitsu scanners attached. Another 11 workstations are committed to having a scanner attached (Panasonic or equal), within 3 months of contract award.

120. What peripheral equipment is included with the 16 monitoring work stations referenced in Section C.3?

An amendment will be issued to clarify that this is one monitoring workstation with 16 CPU's. One high-speed printer and 3 number of PC monitors are all part of that workstation.

121. There appears to be an inconsistency in four of the volume estimates provided for the Mail Operations CLIN. The volumes for the first six months of FY 06 appear to have been used as the estimate for all of FY 07. Are the volume estimates correct for “USPS-returned Mail”, “Mail from Patents Mailroom”, Interoffice Mail Pickups”, and Mail Picked Up from Service Centers to be Mailed”?

This is USPTO’s best estimate.

122. In C.5 there are no volume estimates for FY11 in CLIN 5 Madrid Applications and in CLIN 6 Files Received. Is that correct?

An amendment will be issued to add the volume estimate for CLIN 5 in FY 11. CLIN 6 is an option quantity after the first three (3) months.

123. The volume estimate for FY11 in CLIN 3 Incoming Paper Correspondence appears to be wrong. Does this number need to be corrected?

An amendment will be issued changing this number to 200,000.

124. Section L.5 only provides for mail delivery of a proposal. We have had problems in the past with packages becoming lost in the mail and even with on time Federal Express deliveries. Could we get a physical address to hand deliver the proposal to?

An amendment will be issued with the physical delivery address.

125. Section H, CAR 1352.239-74 (page 12 of 28 of the RFP) discusses the security processing requirements for different Risk groups, but never states which Risk group applies to this solicitation. Please provide which Risk group applies.

An amendment will be issued to indicate that Low Risk group applies.

126. The titles associated with CLINs vary within Section B and between Section B and C. For example. In the table in Section B, CLIN 2 is listed as “Scanning” and in the CLIN List, CLIN 2 is listed as “Fee Processing”. Section C.3.2, “Fee Processing” states it applies to CLIN 2. Can all CLIN references and titles be reviewed and revised as necessary?

An amendment will be issued to correct this.